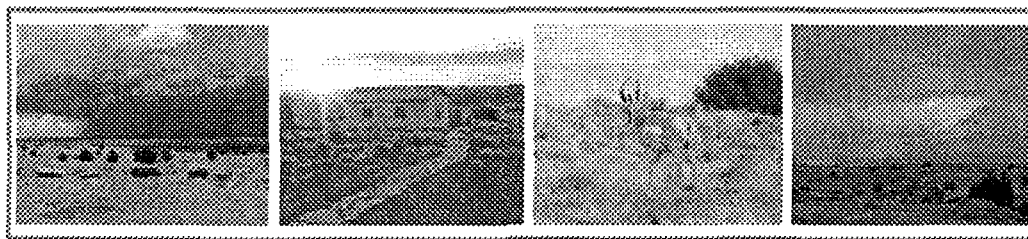


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Kathy Hemenway, PhD [REDACTED] khemenway@frontiernet.net

Arizona Corporation Commission  
Commissioners Wing  
1200 West Washington  
Phoenix, AZ 85007-2996

September 6, 2011

Re: Docket E-00000C-11-0328 -- Hearing on Smart Meters, September 8, 2011

Dear Commissioners:

Thank you for the chance to comment on deployment of smart meters in the state of Arizona. I would like to take this opportunity to bring your attention to the needs of a unique community of disabled people located east of Snowflake in APS' service territory.

Many of us here have severe medical conditions that are accommodated by special engineering, construction, and electromagnetic shielding in our homes, as well as by the location of our homes in a remote, rural area that has very low ambient electromagnetic fields and other environmental features. My condition, like that of many of my neighbors, could become worse with new metering or infrastructure that introduces radio-frequency emissions or that puts electrical noise onto the power lines. Serious problems could arise from communications technologies such as cellular/microwave, power line carrier or broadband over power line, or from solid-state meters themselves.

I appreciate that APS is developing an opt-out program to enable customers to have smart meters that don't use cellular/microwave communications, and that might instead use landline communications. Landline technology would be much less problematic, especially if it can be deployed throughout the area in place of a cellular/microwave mesh network. Nonetheless, new metering represents a risk to my community.

I would like to ask you to consider the possibility that advanced metering isn't appropriate for all customer groups or all geographic areas, and that it's necessary to integrate legacy hardware (electromechanical meters) with the new technologies on a long-term basis.

In closing, I would like to mention that I have had the pleasure of communicating about this issue with several APS employees in a variety of roles related to district management, metering, customer service, and sustainability, and I am very grateful for their willingness to talk with me and their attention to this important issue.

Yours truly,

Kathy Hemenway, PhD

Arizona Corporation Commission  
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